

Easterling, Deborah

254744

From: Easterling, Deborah
Sent: Wednesday, January 21, 2015 3:02 PM
To: 'Smc'
Subject: RE:

Dear Sir,

This is to acknowledge receipt of your email to the Public Service Commission of South Carolina. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2014-372-T and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Administrative Coordinator

-----Original Message-----

From: Smc [<mailto:craige14@student.smcsc.edu>]
Sent: Friday, January 16, 2015 8:03 PM
To: PSC_Contact
Cc: _RegStaff - Complaints Distribution Group
Subject:

Uber not only provides safe and reliable rides but go the extra mile to provide great customer service.
#scneedsuber

Sent from my iPhone

RECEIVED
JAN 21 2015
10:00 AM
PSC

Easterling, Deborah

From: Easterling, Deborah
Sent: Friday, January 23, 2015 3:56 PM
To: 'Colleen Comeau'
Subject: RE: Uber

Dear Ms. Comeau,

This is to acknowledge receipt of your email to the Public Service Commission of South Carolina. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2014-372-T and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Administrative Coordinator

From: Colleen Comeau [<mailto:cscomeau2000@yahoo.com>]
Sent: Saturday, January 17, 2015 9:19 AM
To: PSC_Contact; governor@govoepp.state.sc.us
Cc: _RegStaff - Complaints Distribution Group
Subject: Uber

Please accept this as a complaint about the recent refusal to allow Uber into South Carolina. As a traveler, I have used Uber in multiple cities and have always received great service with no fear of safety, liability or any other silly reason you may have decided to use in your decision.

Using Uber is a choice that I should be allowed to make - I can take a cab or take Uber or have someone pick me up - just as simple as taking any other option or choice I would make in life. I understand that it can cost more at certain peak times, but this too is a choice for me - as easily as if I want to buy groceries at Walmart or Whole Foods. It allows me flexibility and the ability due to the technology, to see exactly where they are and how long they will take to get here. On top of that there is a level of professionalism that usually comes with each driver - they are respectful of the fact that this is your ride.

On the other hand, have you taken a cab ride lately in Columbia? While the companies may be regulated as you prefer, I am always apprehensive of getting in a cab with them. I've had drivers who had one arm and were driving with their knees while talking on the phone with their only hand - I asked him not to do that and he finally stopped. We've had the cab run out of gas bringing my husband home where I had to go pick up both he and the driver. The cab drivers sit at the airport for hours and hours waiting to get one fare - so quite frankly (especially in the summer), the cabs don't all have that fresh clean smell. I've also had local cabs that set their radios on a station they wish - irrespective of their passengers and don't turn down the volume unless asked and then begrudgingly. I've set up appointments for cabs to come pick me up to go to the airport and they 'forget' either appearing so late the stress is incredible or not appearing at all. If you call for a cab spontaneously, you are looking at a minimum of 30 minutes if you are lucky. As much as we have

traveled, I can honestly say that the cabs in Columbia are consistently the worst I have ever experienced.

I can not think of a way to provide a poor opening view to our city than to get in one of our cabs. If you want to attract people from larger cities, allow them to use an app that they are comfortable with - UBER and allow some people to have jobs and make a living.

My next piece of advise is go take a cab ride from the Columbia Airport - then go to a city and take a ride in Uber -since you can't do it here any more - I think it is relatively easy to see the difference.

Thank you.

Colleen Comeau

Easterling, Deborah

From: Easterling, Deborah
Sent: Friday, January 23, 2015 3:56 PM
To: 'Luke Cathy'
Subject: RE: Disappointed - Satisfied Rider - Safer than other Services

Dear Mr. Cathy,

This is to acknowledge receipt of your email to the Public Service Commission of South Carolina. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2014-372-T and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Administrative Coordinator

From: Luke Cathy [<mailto:j.luke.cathy@gmail.com>]
Sent: Saturday, January 17, 2015 9:17 AM
To: PSC_Contact
Cc: _RegStaff - Complaints Distribution Group
Subject: Disappointed - Satisfied Rider - Safer than other Services

Dear representative of the Public Service Commission,

My only experience riding with Uber this past December was amazing.

My quick story: I needed a taxi ride from the airport to my apartment in Mt. Pleasant so I got in a van available through a standard taxi service. I sat in the back and had an awkward time as I saw my driver texting while on the interstate. I felt detached from my driver and unsafe on the road.

On the way back to the airport I pulled out my phone and set up an Uber driver easily. I was able to see who he was before he arrived to pick me up. Wonderful time riding in the front seat of a great driver with an engaging personality. As we talk we find we both have a close relationship with a Professor at The Citadel. Now i have a good new friend in Charleston and a much safer return to the airport.

Through this experience I even wanted to become a driver part time as well!

Please consider my story when you think about the repercussions of your decision.

Luke

--

J. Luke Cathy
2 Timothy 2:22
E-mail: jlukecathy@gmail.com

RECEIVED
JAN 23 2015
10:00 AM
PSC

"Two-thirds of this windy world is covered in water: therefore it is obvious man was meant to sail!"

Easterling, Deborah

From: Easterling, Deborah
Sent: Friday, January 23, 2015 3:39 PM
To: 'psahpsah@aol.com'
Subject: RE: South Carolina needs, wants, and deserves Uber excellence!

Dear Sir or Mam,

This is to acknowledge receipt of your email to the Public Service Commission of South Carolina. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2014-372-T and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Administrative Coordinator

-----Original Message-----

From: psahpsah@aol.com [<mailto:psahpsah@aol.com>]
Sent: Saturday, January 17, 2015 8:05 AM
To: PSC_Contact
Cc: _RegStaff - Complaints Distribution Group
Subject: South Carolina needs, wants, and deserves Uber excellence!

We live in THE most beautiful place on earth. Why try to keep Uber out? I would NEVER consider using a Taxi Cab here at home. I would use Uber here AND I have used Uber all over Boston every time I travel there (six trips there in 2014). We have a daughter in graduate school there and she regularly depends on Uber. Uber is a great service. It's a great day in South Carolina!
Sent from my iPad

RECEIVED
JAN 23 2015
PSC

Easterling, Deborah

From: Easterling, Deborah
Sent: Friday, January 23, 2015 3:41 PM
To: 'Crystal Marie'
Subject: RE: complaints@regstaff.sc.gov; supportEC@uber.com

Dear Ms. Stewart,

This is to acknowledge receipt of your email to the Public Service Commission of South Carolina. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2014-372-T and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Administrative Coordinator

From: Crystal Marie [<mailto:crystal.marie.stewart@gmail.com>]
Sent: Saturday, January 17, 2015 8:19 AM
To: PSC_Contact
Subject: complaints@regstaff.sc.gov; supportEC@uber.com

Hello,

My name is Crystal Stewart and I am a 23 year old woman who uses Uber on almost a daily basis. I would like to let you know that cabs are terrifying. They rarely show up on time, sometimes not at all. The cars often smell like smoke or garbage. The cab drivers are surly and sometimes inappropriate. Uber drivers have to have clean cars, I can see on the app when they are on their way and how long it will take them to get there, I do not have to carry cash, and I always feel safe and comfortable with them.

Instead of trying to remove competition and create a monopoly for the taxi cabs (encouraging them to continue to get worse and worse at their jobs, since there is no one to compete with them) please consider using the Uber app along with your taxi service, as they do in Chicago and Toronto. That will bring everyone's standards up and even the playing field.

Your trying to shut down Uber just makes it impossible for me to get anywhere. It doesn't have the effect you intend, which is to force me to take taxi cabs, because I will never take a taxi cab again. They are unreliable, gross, and the drivers don't seem to care about their jobs or about good customer service. Plus I would need to buy a lot more pepper spray.

Reinstate Uber. You're doing taxpayers a disservice. We are capable of making our own decisions. Plus Uber's background checks and insurance are stronger than yours anyway.

Regards,

Easterling, Deborah

From: Easterling, Deborah
Sent: Friday, January 23, 2015 3:41 PM
To: 'Helen Maybank'
Subject: RE: Uber

Dear Ms. Maybank,

This is to acknowledge receipt of your email to the Public Service Commission of South Carolina. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2014-372-T and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Administrative Coordinator

-----Original Message-----

From: Helen Maybank [<mailto:helenmaybank1@gmail.com>]
Sent: Friday, January 16, 2015 10:15 PM
To: PSC_Contact
Cc: _RegStaff - Complaints Distribution Group
Subject: Uber

Uber is great! Please do not ban this wonderful service!!!

Sent from my iPhone

RECEIVED
JAN 23 2015
10:41 AM
PSC